



STATE OF HAWAII

Communications, Technical and Finance Meeting (Combined Meeting) Kalanimoku Bldg., Room 322B 1151 Punchbowl St., Honolulu Thursday, November 12, 2015 10am – 12 noon

Communications Committee members present: Steven Schutte (Chair), Thalia Burns, Lavina Taovao, Davlynn Racadio and Paul Ferreira.

Communications Committee members absent: None

Technical Committee members present: Thalia Burns (Chair), Clement Chan, Rob Gausepohl, John Jakubczak, Ah Lan Leong, Steven Schutte, Gary Lum, David Miyasaki, Eleni Papakiristis, Antonio Ramirez, Kiman Wong and Kenison Tejada.

Technical Committee members absent: Jeff Riewer and Marshall Kanehailua.

Finance Committee members present: Kiman Wong (Chair), Mark Begley, Paul Ferreira, Lisa Hiraoka, and Roy Irei.

Finance Committee members absent: Randy Macadangdang.

Staff members present: Courtney Tagupa and Stella Kam

Guests: Victoria Garcia (DoD), Bonnie Young (MPD), Travis Ing (HiPD), Diana Chun (EMS), Bob Mohr (GDIT), John Long (GDIT), Bonnie Young (MPD), Travis Ing (HiPD), Ryan Freitas (HT), Arnold Kishi (State ETS), Ben Morgan (HT), Jane Soderborg (TriTech), Eric Butler (Pictometry), Allan Nagata (HPD), Wayne Hirasu (SIC), and Dean Rickard (MPD).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The board chair called the meeting to order at 10:05am.
- b. Public notice was issued.
- c. Quorum was present for all committees.

II. Public testimony on all agenda items

- a. The board chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made by everyone present at the request of the board chair.

IV. Review and Approval of Last Month's Meeting Minutes

- 1. The board chair requested the members of the committees to review the minutes of the October 8, 2015 Joint Committee meeting for approval. Mr. Kiman Wong motioned to approve the minutes from the October 8, 2015 meeting. The motion was seconded by Ms. Thalia Burns and approved by voice vote by all committee members present without discussion.

V. Presentation of FY 2015 CPA Audit Results – Owen Fukumoto, CPA, Egami & Ichikawa, CPA's, Inc.

- 1. Mr. Owen Fukumoto is the audit principal of Egami & Ichikawa, CPA's Inc. and they are on the second year of their audit contract with the Board and thanks the Board for allowing their firm to provide continued services. The firm has issued an unmodified opinion on the Audit Report which means it is a clean opinion and says to the general public that the Board's financial statements have been fairly presented. The audit performed a check on internal controls over financial reporting to ensure compliance with rules and regulations and no material weaknesses were noted in the report on pages 21 and 22. Cash is the Fund's biggest asset and the main concern. A main part of the auditing process is to conduct an independent verification of cash. The audit found that the cash balance has been verified and is fully collateralized. Mr. Fukumoto noted that the internal controls require all cash receipts go directly to the First Hawaiian Bank lock box, which greatly strengthens internal controls. The auditor recommended to continue this practice.

VI. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte
 - There were no updates at this time.
 - i. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. Mr. Paul Ferreira stated that the Board is still moving forward with prepaid legislation in order to have the prepaid subscribers begin to remit the surcharge fee to the 911 Fund. A meeting was held at the end of October to discuss legislative strategy. A revised draft of the justification of the bill was submitted to the state and is presently with the Attorney General's office for review. A decision will then be made by the Governor's office on whether it will be accepted and included as part of the administration's bill at the end of November. We discussed, as part of the legislative strategy, to request the PSAPs to start briefing their local legislators on the 911 prepaid legislation during the holiday season. We need to communicate what the prepaid legislation is and what the benefits are. We also need to stress the revenues are strictly for the benefit of the community to ensure we can provide 911 services. We need to express to our legislators what the 911 Fund is and explain exactly what it does and intricacies that go into 911 services. The chair communicated that the Board is in agreement for the

PSAPs to set up appointments with their local representatives in an attempt to push this legislation forward.

b. Technical Committee – Thalia Burns

- ii. Investigative Regulatory Committee update – Marshall Kanehailua
 - 1. There were no updates at this time, as A/C Kanehailua was not present.
- iii. FCC Updates – Courtney Tagupa
 - 1. Asked to defer this item until the executive director's report during the Enhanced 911 Board Meeting which follows next.
- iv. Text-to-911 Update – Thalia Burns
 - 1. Technical Committee Chair Thalia Burns stated that the flyer was sent to Ms. Stella Kam at the Attorney General's office and some of the noted changes were incorporated into the flyer. The revised flyer will go to print next week as soon as the final number of flyers that each agency requires is determined.
- v. Request for Approval:
 - 1. TriCon 2016 Conference - San Diego, February 28 to March 2, 2016
 - a. HFD (2)- \$6,000
 - b. EMS (2)- \$6,000
 - 2. 9-1-1 Goes to Washington D.C. Conference – February 21-24, 2016
 - a. Board Members (3) - \$9,500
 - b. HFD (1) - \$3,000
 - c. HiPD (2) - \$7,000
 - d. HPD (3) - \$10,500
 - e. MPD (3) \$10, 500
 - f. Hawaiian Telcom (1) - \$3,000
 - 3. APCO Western Regional Conference – March 3-10, 2016, Portland, Oregon.
 - a. KPD (3) - \$8,700

Mr. Tony Ramirez motioned to approve all the conference attendance requests listed above subject to funding approval by the finance committee and final approval by the board. The motion was seconded and approved by voice vote by all technical committee members present.

vi. Others – None.

c. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow and Budget Financial Reports:
 - 1. Finance Chair Kiman Wong reviewed the results of the monthly budget and cash flow report with the committee. The following statistics were provided for the month ending October 31, 2015:
 - a. Receipts (month) \$763,059.
 - b. Interest (month) \$509.

- c. Disbursements (month) \$398,760.
- d. Net receipts (month) \$364,299.
- e. Bank Balance \$17,704,108.
- f. Unencumbered bank balance \$11,893,355.

The executive director noted that on the financial report for October there is a line item that reflects a cleared bankruptcy amount that was owing the board. Thanks to the efforts of the Attorney General's office final collection was made.

ii. Request for Funding :

- 1. TriCon 2016 Conference - San Diego, February 28 to March 2, 2016:
 - a. HFD (2) - \$6,000
 - b. EMS (2) - \$6,000
- 2. 9-1-1 Goes to Washington D.C. Conference – February 2016:
 - a. Board Members (3) - \$9,500
 - b. HFD (1) - \$3,000
 - c. HiPD (2) - \$7,000
 - d. HPD (3) - \$10,500
 - e. MPD (3) - \$10,500
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- 3. APCO Western Regional Conference – March 3-10, 2016, Portland, Oregon
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A motion was made by Mr. Mark Begley to amend the agenda to add Maui Police Department's (three total) personnel who will attend the 911 Goes to Washington DC Conference. It was seconded and approved unanimously by all Finance Committee members present.

Mr. Paul Ferreira motioned to approve this request for funding by all organizations listed above to attend their respective conferences subject to final approval by the board. The motion was seconded and approved by voice vote by all finance committee members present.

- 4. Office Supplies for Executive Director & Staff - \$1,000 (increase from \$4,000 authorized budget)
 - a. The administrative services assistant explained that the agency has procured a Xerox machine, two filing cabinets, a laptop computer, monitor, the hawaiiexttto911.com domain website name, and office supplies. The total amount of expenditures (less the lease copy charges for the Xerox) as of today totals \$1,999. Upon delivery of the filing cabinets, a balance of approximately \$750 will be due.
 - b. The Executive Director explained the increase of \$1,000 is an estimate of funds that would be needed for the balance of FY 2016,

as most of the funds initially budgeted for this fiscal year have been spent or encumbered for the above items.

- c. Mr. Paul Ferreira motioned to approve this funding request subject to final approval by the board. The motion was seconded and approved by voice vote by all finance committee members present with none opposed.

iii. Approval of the FY 2015 CPA audit report.

- 1. Mr. Roy Irei motioned to approve the FY 2015 CPA audit report subject to the acknowledged amendment and final approval by the board. The motion was seconded and approved by voice vote by all finance committee members present.

iv. Others: None.

VII. PSAP Status Updates

- a. Kauai – Mark Begley – Nothing to report.

- b. Oahu – Allan Nagata

An update on the deployment of Smart 911 was provided by HPD Acting Major Allan Nagata which was officially launched on September 9, 2015. Prior to the official launch, there were 298 registrations. As of October 31, 2015, registrations increased to approximately 2,000. Acting Major Nagata also stated that HPD is actively recruiting for dispatchers. HPD has placed a recruitment notice in the Star-Advertiser. Ms. Thalia Burns and members of the current dispatcher team went to KHON TV and taped an on-air morning segment talking about the dispatcher position and why they chose that line of work, in the hopes of boosting recruitment.

- c. Oahu – HFD Battalion Chief Gary Lum

B/C Gary Lum stated that HFD had a 911 outage for a few hours that was traced back to a telecommunications switch in their system. The temporary fix was to reboot the system and they have requested replacement switches from Hawaiian Telcom. Ms. Eleni Papakiristis stated that Hawaiian Telcom has placed the replacement switch order to replace the faulty switches. The reboot was able to bring HFD back online and as soon as the switches arrive from the vendor they will be scheduled for replacement. B/C Lum asked for clarification if two switches failed simultaneously. Ms. Eleni Papakiristis stated that the primary switch did fail and the secondary switch did not failover properly, so both switches will be replaced. B/C Lum stated that one of the department's backup analog phones is out of service and believes that it is scheduled for upcoming maintenance. Ms. Papakiristis confirmed the ticket for the analog phone has been processed for upcoming maintenance. B/C Lum was also asked to map the 911 calls HFD is receiving on a weekly and monthly basis. He stated while analyzing data stream on landline calls, the street type is not coming in on all the calls and asked if a correction can be made to include the street type. Ms. Papakiristis said she is sure that something can be done and asked if there

are any sample lists that they can look into. B/C Lum said that he does have a sample list of landline and wireless calls and will be looking at geocoding the landline calls but to facilitate that would be easier if they have the street type in that data type. Mr. Mark Begley asked if the switch failure is a common issue with that type of switch and suggested this needs to be checked on the other islands with the other PSAPs to see if this same type of error might occur. Ms. Papakiristis stated that this particular switch issue was isolated to HFD and is the only site where this issue occurred and it is the only site that has not properly failed over with these particular voice switches. These types of switches that HFD has are in fact at four different PSAP locations and she will arrange for Hawaiian Telcom to send a technician out to verify there are no potential issues with the switches at these sites.

d. Molokai – Dean Rickard – Nothing to report.

e. Maui – John Jakubczak

A/C John Jakubczak stated that there was a failure issue of phone lines being down. Ms. Davlynn Racadio said that Molokai was also subjected to downed phone lines and at intermittent times they lost their admin lines but are fortunate that they have the capability of having a backup phone. A/C Jakubczak stated Maui is also actively recruiting dispatchers and has approximately 15 vacancies.

f. Hawaii – Travis Ing

Acting Lieutenant Travis Ing also addressed the dispatcher shortage on the Big Island. The department presently has 12 dispatcher vacancies. Fully staffed, there are approximately 34 positions, so HiPD is facing a dispatcher labor shortage of approximately 35%. They hired seven individuals over the summer and they are finishing up their call taking training. They have six vacancies remaining to fill and are presently conducting background checks on the applicants.

VIII. Items for Discussion, Consideration, and Action

a. 911 Timeline Update – Paul Ferreira

A reminder was issued to all present to please submit their PSAP success stories to the executive director. This information will become crucial as we near the start of the legislative season to assist in justifying our request for additional revenue from prepaids. We need to show the legislature what great things we accomplished throughout the state and how it has been of benefit to the community.

b. Others: none.

IX. Announcements

a. Meeting dates (10am – 12 noon).

i. Thursday, December 10, 2015 (Combined Meeting)

ii. **Tuesday**, January 12, 2016 (Combined Meeting - 10:30-1:00 in DLNR Rm. 132)

iii. Thursday, February 11, 2016 (Combined Meeting)

- iv. Thursday, March 10, 2016 (Combined Meeting)
- v. Thursday, April 14, 2016 (Combined Meeting)
- b. Others
 - i. Mr. Paul Ferreira reminded the group that the legislative season begins in January, so there may be a need to convene the Legislative Committee as needed.

X. Open Forum: Public comment on issues not on the agenda for consideration for Board agenda at the next meeting.

- a. Mr. Paul Ferreira asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next meeting to please come forward. No one came forward to testify.

XI. Adjournment

- a. Mr. Kiman Wong made a motion to adjourn the joint committee meeting and was seconded by voice vote of all committee members in attendance. The meeting was adjourned at 10:40 am.